



## QUALIFICATION FILE

### Executive – Secretarial Services

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross-Sectoral (CS)  Future Skills  OEM

NCrF/NSQF Level: 4

Submitted By:

**Management & Entrepreneurship and Professional Skills Council (MEPSC)**

20th Floor, Amba Deep, 14, Kasturba Gandhi Marg, New Delhi -110001

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## Section 1: Basic Details

<b>Qualification Name</b>	Executive – Secretarial Services																			
<b>Sector/s</b>	Management																			
<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> 2021/OAFM/MEPSC/04116, v5.0	<b>Qualification Name of existing/previous version:</b> MEP/Q0201: Secretary, v5.0																		
<b>a. OEM Name</b> <b>b. Qualification Name</b>	Executive – Secretarial Services																			
<b>National Qualification Register (NQR) Code &amp;Version</b> (Will be issued after NSQC approval)	QG-04-OA-02521-2024-V1-MEPSC, v6.0	<b>1. NCrF/NSQF Level: 4</b>																		
<b>Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</b>	Certificate																			
<b>Brief Description of the Qualification</b>	The Executive – Secretarial Services serves as a pivotal support to managers and company directors, employing advanced AI technologies to efficiently manage clerical and administrative duties. Proficient in dictation and transcription, they leverage AI tools to streamline workflows, prioritize tasks effectively, and foster seamless communication within the office. Tasked with handling records, letters, and routine tasks, they play a vital role in ensuring organizational efficiency and productivity.																			
<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12<sup>th</sup> Grade pass</td> <td>2 years of relevant experience</td> </tr> <tr> <td>2</td> <td>10<sup>th</sup> Grade pass</td> <td>4 years of relevant experience</td> </tr> <tr> <td>3</td> <td>Pursuing 2nd year of 2-year diploma after 12<sup>th</sup></td> <td>No experience</td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level 3.5</td> <td>1.5 year relevant experience</td> </tr> <tr> <td>5</td> <td>Previous relevant Qualification of NSQF Level 3</td> <td>3 year relevant experience</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	12 <sup>th</sup> Grade pass	2 years of relevant experience	2	10 <sup>th</sup> Grade pass	4 years of relevant experience	3	Pursuing 2nd year of 2-year diploma after 12 <sup>th</sup>	No experience	4	Previous relevant Qualification of NSQF Level 3.5	1.5 year relevant experience	5	Previous relevant Qualification of NSQF Level 3	3 year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																		
1	12 <sup>th</sup> Grade pass	2 years of relevant experience																		
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3	Pursuing 2nd year of 2-year diploma after 12 <sup>th</sup>	No experience																		
4	Previous relevant Qualification of NSQF Level 3.5	1.5 year relevant experience																		
5	Previous relevant Qualification of NSQF Level 3	3 year relevant experience																		
<b>Credits Assigned to this Qualification, Subject to Assessment</b>	14	<b>2. Common Cost Norm Category (I/II/III): III</b>																		
<b>b. Age: 18</b>																				

<b>Any Licensing requirements for Undertaking Training on This Qualification</b>																			
<b>Training Duration by Modes of Training Delivery</b>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>72</td> <td>138</td> <td></td> <td></td> <td>210</td> </tr> <tr> <td>Online</td> <td>72</td> <td>138</td> <td></td> <td></td> <td>210</td> </tr> </tbody> </table> <p>Total hours = 420</p>	Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	72	138			210	Online	72	138			210
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)														
Classroom (offline)	72	138			210														
Online	72	138			210														
<b>Aligned to NCO/ISCO Code/s</b>	NCO-2015/4120.9900																		
<b>Progression path after attaining the qualification</b>	Personal Assistant																		
<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																		
<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																		
<b>Is the Job Role Amenable to Persons with Disability</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify the applicable type of Disability: Any																		
<b>How Participation of Women will be Encouraged</b>	Both men and women can equally participate																		
<b>Are Greening/ Environment Sustainability Aspects Covered</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																		
<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																		
<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	Name: Col. Anil Kumar Pokhriyal Email: ceo@mepsc.in Contact No.: 011-24645100 Website: <a href="https://www.mepsc.in/">https://www.mepsc.in/</a>																		
<b>Final Approval Date by NSQC: 30/04/2024</b>	<b>3. Validity Duration: 36 Months</b> <b>4. Next Review Date: 30/04/2027</b>																		

## Section 2: Module Summary

## NOS/s of Qualifications

*(In exceptional cases these could be described as components)*

## Mandatory NOS/s:

*Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project*

S. No	NOS/Module Name	NOS/Module Code & Version	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%)
1.	Dictation processing, note taking and documenting	MEP/N0709, V1.0	Core	4	3	30	60			90	40	60			100	20
2.	Executive support and administrative management	MEP/N0701, V1.0	Core	4	4	40	80			120	40	60			100	20
3.	Maintain records and documentation	MEP/N0241, V2.0	Core	4	1	10	20	-	-	30	40	60			100	20
4.	Office tools and AI technology	MEP/N7309, v1.0	Core	4	3	30	60			90	40	60			100	20
5.	Communicate with clients, visitors and colleagues effectively	MEP/N9914, V3.0	Non-Core	4	1	10	20			30	40	60			100	10
6.	Employability Skills	DGT/VSQ/N0102, V1.0	Non-Core	4	2	24	36	-	-	60	20	30	-	-	50	10
<b>Duration (in Hours) / Total Marks</b>					<b>14</b>	<b>144</b>	<b>276</b>	-	-	<b>420</b>	<b>220</b>	<b>330</b>			<b>550</b>	<b>100</b>

### Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

**Minimum Pass Percentage – Aggregate at qualification level:** 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise:**      % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

### Section 3: Training Related

1.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	Graduate with 3 years of experience in relevant sector(s) as Personal Assistant, Executive Secretary, Administrative assistant, and 2 years of experience in training.
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	Graduate with 4 years of experience in relevant sector(s) as Personal Assistant, Executive Secretary, Administrative assistant, and 3 years of experience in training.
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	

### Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Graduate with 3 years of experience in relevant sector(s) as Personal Assistant, Executive Secretary, Administrative assistant, and 2 years of experience in training.
2.	<b>Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	Graduate with 3 years of experience.
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b>	Graduate with 4 years of experience in relevant sector(s) as Personal Assistant, Executive Secretary, Administrative assistant, and 3 years of experience in training.
4.	<b>Assessment Mode (Specify the assessment mode)</b>	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> Yes
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> Yes
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 30
5.	<b>Estimated nos. of persons to be trained and employed:</b> Approx. 3000
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments: If “No”, why:</b>

## Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors ( <i>Mandatory</i> )	<i>Mentioned below</i>
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification ( <i>Mandatory, except in case of online course</i> )	<i>Mentioned below</i>
3.	<b>Annexure:</b> Detailed Assessment Criteria ( <i>Mandatory</i> )	<i>Mentioned below</i>
4.	<b>Annexure:</b> Assessment Strategy ( <i>Mandatory</i> )	<i>Mentioned below</i>
5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is “Blended Learning”</i> )	<i>Mentioned below</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details ( <i>Mandatory, in case qualification has multiple Entry-Exit</i> )	<i>NA</i>
7.	<b>Annexure:</b> Acronym and Glossary ( <i>Optional</i> )	
8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory – Public view</i> )	<i>Yes</i>
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	<i>Yes</i>
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	<i>Yes</i>
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	<i>Yes</i>
12.	<b>Any other document you wish to submit:</b>	<i>NA</i>

## Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	Work in familiar, predictable, routine, situation of clear choice <ul style="list-style-type: none"> <li>· Using of software , tools and various applications are main criteria</li> <li>· Project knowledge should be provided so that the project processes are carried out .</li> <li>· Soft skills are mainly required for handling the people.</li> <li>· Must look to the requirements of the company.</li> <li>· Communication with the colleagues is must, soft voice is always welcomed here.</li> <li>· Developing knowledge, skills and competence is must</li> <li>· Providing information in standard form is good.</li> <li>· Work must be done on time in order to meet all the requirements.</li> <li>· Planning is must for developing the skills</li> </ul>	The Job holder is expected to independently perform work of familiar, predictable and routine nature within situations of clear choice, such as identifying risks, environmental issues, synergies, mandatory works; preparing schedule and data requirements; seeking clarification and assistance where needed, and handling situations safely and with dignity Hence, the individual can be placed at Level 4.	4
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	Know <ul style="list-style-type: none"> <li>· different departments within an organization and their relevant functions</li> <li>· how to answer phone calls and emails and to forward the same to the relevant authorities</li> <li>· understanding comments made by supervisors and responding to the same</li> </ul>	The job holder is expected to exhibit factual knowledge of the field of knowledge or study such as keeping right information on health and hygiene and safety requirements for the work; legalities to be followed while working on data verification; working practices while working at various hazardous sites where to find all the general health and safety Hence, she/he can be placed at Level 4.	4
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	Recall and demonstrate practical skill, routine and repetitive using rule and tool and quality concepts <ul style="list-style-type: none"> <li>· identify and address potential risks, hazards and environmental issues</li> <li>· identify work specifications</li> <li>· Specifications: e.g. location, timelines, quality measures and compensation of the work, etc.</li> <li>· estimate cost, time and effort required for completion of job work</li> <li>· identify synergies with other jobs in terms of location, type of job, support available, etc.</li> </ul>	The job holder is expected to recall and demonstrate practical skills, which are routine and repetitive using rule and tool and quality concepts such as identifying appropriate strategies for reputation and promotion; planning and organizing work and working as per guidelines, etc. Hence, the role qualifies for level 4	4
<b>Broad Learning Outcomes/Core Skill</b>	Communication- written or oral with minimum required quality <ul style="list-style-type: none"> <li>· ensure the contract contains all essential clauses required for fair execution Clauses: e.g. deliverables, payment terms, time limit to payment, obligations</li> <li>· clarify own and other team members' roles and responsibilities for the job</li> <li>· ensure necessary permissions, consents or specific licences for both site access and work are obtained</li> </ul>	The job holder is expected to exhibit effective oral communication skills so as to have pleasant and engaging conversations with the customers, co-workers, vendors, interact in a language the visitor is comfortable with, use effective listening and probing/ questioning skills to understand requirement of the visitors,	

	<ul style="list-style-type: none"> <li>· communicate effectively with client staff as well as people met during the job work and respond to their queries</li> <li>· communicate effectively with co-workers (seniors, peers, sub-ordinates and temporary staff) and others, responding to their queries using clear speech</li> <li>· communicate effectively with clients and others</li> </ul>	<p>ensure not to argue with the customer, listen attentively and answer back politely, communicate development plan with superiors, share information as per organisational data security and confidentiality policy, communicate information using email applications as per organisational access control policy while following data security norms and show written communication skills such as write emails following professional email etiquettes and organisational guidelines</p>	
<b>Responsibility</b>	<p>Responsibility for own work and learning</p> <ul style="list-style-type: none"> <li>· prepare status report in written as well as digital formats as required by the client</li> <li>· prepare plan for competing all work as per assigned targets</li> <li>· prepare a priority list based on timelines, return on investment and synergy of work</li> <li>· check plan to ensure all job work can be completed in within the allocated time and resources with adequate buffers built-in for exigencies</li> <li>· handle difficult situations maintaining safety</li> </ul>	<p>The Office Secretary, works independently and has to be responsible for own work and learning, hence the role qualifies for level 4.</p>	4

## Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

**Batch Size:** 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Computers/Laptops	Standard desktops or laptops	1 per trainee
2	Internet Connection	High-speed internet access	1 per trainee
3	Office Software Suite	Microsoft Office or equivalent	1 license per trainee
4	Desk	Standard office desk	1 per trainee
5	Chair	Ergonomic office chair	1 per trainee
6	Whiteboard or Flipchart	For presentations and brainstorming	1 per training room
7	Projector or Screen	For displaying presentations	1 per training room
8	Office Supplies	Pens, paper, folders, etc.	As needed
9	Training Manuals	Printed or digital materials	1 per trainee
10	Calendar Management Software	Microsoft Outlook or equivalent	1 license per trainee
11	Email Management Software	Gmail, Outlook, or equivalent	1 license per trainee
12	Video Conferencing Software	Zoom, Microsoft Teams, or equivalent	1 license per trainer
13	Document Management Software	Google Drive, Dropbox, or equivalent	1 license per trainee
14	Time Management Software	Trello, Asana, or equivalent	1 license per trainee
15	Communication Tools	Slack, Microsoft Teams, or equivalent	1 license per trainee
16	Training Room	Equipped with desks, chairs, and AV setup	1 per specified batch size

### Classroom Aids

The aids required to conduct sessions in the classroom are:

1. White/Black Board, Duster, Marker etc.
2. LCD projector, Laptop/desktop

## Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1				Attached separately			
2							

## Annexure: Training & Employment Details

### Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023	1000					
2024	1000					
2025	1000					

Data to be provided year-wise for next 3 years

### Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
	2020-21	2779	2721	2435									
	2021-22	5203	4974	4616									
	2022-23	3839	3704	3401									

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

### List Schemes in which the previous version of Qualification was implemented: NA

- 1.
- 2.

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

## Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice Suite, various tools and software, computer camera, computer speakers, wi-fi connectivity	50:50
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	50:50
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	Learning management system	0:100
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portals, tablet for each student	0:100
7	<input checked="" type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Access to industry partner in relevant field	100:0

## Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>MEP/N0709</b> <b>Dictation processing, note taking and documenting, v1.0</b>	<a href="#">Efficient dictation processing and note making</a>	10	20		
	PC1. Proficiently utilize advanced tools such as Dragon anywhere, Speechnotes, Apple dictation, Braina, etc. for real-time transcription of dictations/ taking dictations, ensuring accuracy and efficiency.				
	PC2. Proficiently operate voice note-taking apps				
	PC3. Apply effective note-taking techniques to capture key information from various sources.				
	PC4. Organize and categorize notes systematically for easy retrieval and reference.				
	PC5. Utilize AI-enhanced note-taking apps to streamline the organization and management of notes.	10	20		
	<a href="#">Document formatting and editing</a>				
	PC6. Format transcribed dictations into professional documents according to organizational standards.				
	PC7. Edit and proofread transcribed text for accuracy, coherence, and grammar.				
	PC8. Utilize AI-aided tools for automatic grammar and spell-checking to ensure document quality.	20	20		
	<a href="#">Documenting and report generation</a>				
PC9. Compile notes into comprehensive reports and documents as per organizational requirements.					
PC10. Incorporate relevant details and insights from dictations into documented reports.	20	20			
PC11. Utilize AI-aided tools for generating summaries and extracting key points from notes for report generation.					
<b>Total Marks</b>	<b>40</b>	<b>60</b>			
<b>MEP/N0710: Executive support and administrative management, v1.0</b>	<a href="#">Organizing meetings and calendar management</a>	10	10		
	PC1. Efficiently organize and schedule meetings, ensuring availability of key stakeholders.				

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC2. Maintain and update the senior's calendar with appointments, deadlines, and important events. PC3. Utilize calendar management tools such as Google Calendar or Microsoft Outlook for scheduling and reminders. PC4. Coordinate meeting logistics, including room bookings, agenda distribution, and attendee coordination. PC5. Provide timely reminders and follow-up on meeting preparations and attendance.				
	<a href="#">Travel and accommodation arrangements</a> PC6. Arrange transportation for the senior's business travel, including flights, trains, or car services. PC7. Book accommodations for business trips, ensuring comfort and convenience. PC8. Utilize travel management tools like Expedia or Booking.com for making travel arrangements. PC9. Coordinate visa applications, travel insurance, and other travel-related documentation as required. PC10. Provide detailed itineraries and travel packs to the senior, including important contact information and schedules.	10	10		
	<a href="#">Event coordination and protocol management</a> PC11. Plan and coordinate official events, including conferences, seminars, and receptions with relevant official/ colleague. PC12. Manage event logistics on behalf of the senior, such as venue selection, catering, guest invitations, and audiovisual setup. PC13. Ensure compliance with organizational protocols and etiquette guidelines during events. PC14. Manage issues or concerns on behalf of the senior during the event.	4	10		
	<a href="#">Stakeholder engagement and management</a> PC15. Communicate professionally with internal and external stakeholders, both verbally and in writing. PC16. Use official and regional languages effectively to convey information and ideas. PC17. Respond promptly to emails, phone calls, and other correspondence on behalf of the senior. PC18. Utilize email management tools like Gmail or Outlook to organize and prioritize incoming messages. PC19. Maintain a professional and courteous demeanor when interacting with stakeholders.	6	20		

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC20. Act as a liaison between the senior and other departments or individuals within the organization/ working environment.	10	10		
	<i>Managing queries</i>				
	PC21. Respond promptly to incoming queries from various channels such as email, phone calls, and in-person inquiries.				
	PC22. Prioritize queries based on urgency and importance, ensuring timely resolution of critical issues.				
	PC23. Maintain accurate records of queries received, including details such as date, nature of the query, and action taken.				
	PC24. Provide clear and concise responses to queries, addressing the requester's concerns effectively.				
	PC25. Escalate queries to appropriate individuals or departments when unable to resolve them independently.				
	PC26. Follow up with stakeholders to ensure satisfactory resolution of queries and maintain good communication throughout the process.				
	PC27. Utilize query management tools or software to streamline the process and track progress effectively.				
	<b>Total Marks</b>	<b>40</b>	<b>60</b>		
<b>MEP/N0241: Maintain records and documentation, V2.0</b>	<i>Maintain record and file documents</i>	34	54		
	PC1. maintain the list of contact details of staff, service providers, suppliers and other stakeholders				
	PC2. file essential correspondences				
	PC3. maintain a catalogue of the files/documentation in the office				
	PC4. establish measures for smooth retrieval of documents and information from the filing system				
	PC5. perform retrieval and replacement of documents from the files when required, while maintaining the proper order of the filing system				
	PC6. ensure that file retention periods are adhered to				
	PC7. report any concerns to the authorised person				
	PC8. seek clarification about filing documents				
	PC9. ensure that the work is correctly documented				
	<i>Material and energy/electricity conservation practices</i>	6	6		
PC10. identify processes where material utilization can be optimized					
	PC11. ensure computer, printer, scanner and other appliances are switched off when not in use				

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	<b>Total Marks</b>	<b>40</b>	<b>60</b>		
<b>MEP/N7309, v1.0 Office tools and AI technology</b>	<i>Leveraging AI Tools for Enhanced Administrative Support</i>	40	60		
	PC1. Utilize AI-powered speech recognition and transcription tools to enhance productivity and accuracy in dictation taking and document preparation				
	PC2. Streamline meetings, transcriptions, tasks and improve responsiveness by utilizing virtual assistants such as Google Assistant, Alexa, Cortana, etc.				
	PC3. Demonstrate proficiency in using MS Office, Google Office Suite, and other relevant software to efficiently prepare various types of documents.				
	PC4. Utilize AI tools and technology, such as ChatGPT, Cortana, and Bard, to enhance productivity and efficiency.				
	PC5. Organize documents using tools such as Google Drive, One Drive, Dropbox, etc.				
	PC6. Use AI tools to analyze data trends, generate insights, and automate report generation such Google Analytics, Zoho Analytics, etc.				
	PC7. Write emails and documents utilizing AI features in Grammarly, Copy.ai, etc.				
	PC8. Stay updated with the latest tools and technologies and adapt to new software and apps as needed.				
	<b>Total Marks</b>	<b>40</b>	<b>60</b>		
<b>MEP/N9914: Communicate with clients, visitors, and colleagues effectively, V3.0</b>	<i>Interact with Superiors</i>	10	14		
	PC1. seek clarification about job related requirements, performance indicators and incentives from reporting superior				
	PC2. record and report work output, exceptions and any anticipated reasons for delays to supervisor as per organisational requirements				
	PC3. escalate grievances and problems to appropriate authority				
	PC4. receive feedback on performance output and quality				
	PC5. report to appropriate authority unethical and inappropriate behaviour at the workplace				
	<i>Communicate with colleagues</i>				
	PC6. receive information and instructions from colleagues asking clarification where required	12	20		
	PC7. accurately pass on information to authorized persons within agreed time and confirm its receipt				
	PC8. give information to others at a pace and in a clear and specific manner				
	PC9. assist others to maximize effectiveness and efficiency in carrying out tasks				
PC10. display appropriate communication etiquette at work (Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.					
PC11. display active listening skills while interacting with others at work					

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC12. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism as applicable	18	26		
	PC13. demonstrate responsible and disciplined behaviours at the workplace (Disciplined behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.)				
	PC14. follow organisational protocol to resolve conflicts at the work place				
	<i>Communicate effectively with visitors and customers</i>				
	PC15. meet and greet visitors promptly, treating them politely and making them feel welcome				
	PC16. provide clear and accurate information visitors as per their requirement, while following organisation policies for information access and confidentiality				
	PC17. communicate with the visitors in a polite, professional and friendly manner				
	PC18. use feedback to clarify communicated message				
	PC19. communicate respecting the gender, cultural and social differences such as modes of greeting, formality, etc				
	PC20. identify customer dissatisfaction, reason for dissatisfaction and address them as per standard procedures				
	PC21. maintain proper body language, dress code, gestures and etiquette towards customers and visitors				
	PC22. engage in active listening with visitors and customers on phone				
	PC23. avoid negative questions and statements for clear communication				
	PC24. inform the customers and visitors on delays, any issues or problems before hand and also on the developments involving them				
	PC25. respond to voice messages, e-mails, etc. of customer immediately				
	<b>Total Marks</b>	<b>40</b>	<b>60</b>		
<b>DGT/VSQ/N0102: Employability Skills (60 Hours), V1.0</b>	<i>Introduction to Employability Skills</i>	1	1		
	PC1 identify employability skills required for jobs in various industries PC2 identify and explore learning and employability portals				
	<i>Constitutional values – Citizenship</i>	1	1		
	PC3 recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. PC4 follow environmentally sustainable practices				
	<i>Becoming a Professional in the 21st Century</i>	2	4		
	PC5 recognize the significance of 21st Century Skills for employment PC6 practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and				

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life				
	<i>Basic English Skills</i>	2	3		
	PC7 use basic English for everyday conversation in different contexts, in person and over the telephone				
	PC8 read and understand routine information, notes, instructions, mails, letters etc. written in English				
	PC9 write short messages, notes, letters, e-mails etc. in English				
	<i>Career Development &amp; Goal Setting</i>	1	2		
	PC10 understand the difference between job and career				
	PC11 prepare a career development plan with short- and long-term goals, based on aptitude				
	<i>Communication Skills</i>	2	2		
	PC12 follow verbal and non-verbal communication etiquette and active listening techniques in various settings				
	PC13 work collaboratively with others in a team				
	<i>Diversity &amp; Inclusion</i>	1	2		
	PC14 communicate and behave appropriately with all genders and PwD				
	PC15 escalate any issues related to sexual harassment at workplace according to POSH Act				
	<i>Financial and Legal Literacy</i>	2	3		
	PC16 select financial institutions, products and services as per requirement				
	PC17 carry out offline and online financial transactions, safely and securely				
	PC18 identify common components of salary and compute income, expenses, taxes, investments etc				
	PC19 identify relevant rights and laws and use legal aids to fight against legal exploitation				
	<i>Essential Digital Skills</i>	3	4		
	PC20 operate digital devices and carry out basic internet operations securely and safely				
	PC21 use e- mail and social media platforms and virtual collaboration tools to work effectively				
	PC22 use basic features of word processor, spreadsheets, and presentations				
	<i>Entrepreneurship</i>	2	3		
	PC23 identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research				
	PC24 develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion				
	PC25 identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity				
	<i>Customer Service</i>	1	2		

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	PC26 identify different types of customers				
	PC27 identify and respond to customer requests and needs in a professional manner.				
	PC28 follow appropriate hygiene and grooming standards				
	<i>Getting ready for apprenticeship &amp; Jobs</i>	2	3		
	PC29 create a professional Curriculum vitae (Résumé)				
	PC30 search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively				
	PC31 apply to identified job openings using offline /online methods as per requirement				
	PC32 answer questions politely, with clarity and confidence, during recruitment and selection				
	PC33 identify apprenticeship opportunities and register for it as per guidelines and requirements				
	<b>Total Marks</b>	<b>20</b>	<b>30</b>		

## Annexure: Assessment Strategy

### 1. Assessment System Overview:

- Assessment will be carried out by assessment partners with no link to training partners. Based on the results of assessment, MEPSC will certify the learners. The assessor has to pass an online assessment of theoretical knowledge of the job role and be approved by MEPSC.
- The assessment will have both theory and practical components in 40:60 ratio.
- While theory assessment is summative and a written exam; practical will involve demonstrations of applications and presentations of procedures and other components. Practical assessment will also be summative in nature.

### 2. Testing Environment:

- Training partner must share the batch start date and end date, number of trainees and the job role.
- Assessment will be fixed for a day after the end date of training. It could be next day or later. Assessment will be conducted at the training venue.
- Room where assessment is conducted will be set with proper seating arrangements with enough space to prevent copying.
- Question bank of theory and practical will be prepared by assessment agency and approved by MEPSC. From this set of questions, assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on the theoretical knowledge of the subject.
- The theory and practical assessments will be carried out on same day. If number of candidates are many, more assessors and venue will be organized on same day of the assessment.
- Presentation will be one mode of assessment and so computers and LCD projector will be available for assessment. Viva will be used to gauge trainees' confidence and correct knowledge in handling job situations like interacting with clients and colleagues.
- The question paper will be pre-loaded in the computer, and it will be in the language requested by the training partner.

### 3. Assessment Quality Assurance levels/Framework:

- Assessor must go through orientation program organized by Assessment Agency. The training will give an overview to the assessors on the overall framework of QP evaluation. Assessor will also be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them.
- The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme. The weightages given to each module will be adhered to in the question paper.
- For practical, the instructions for taking the test are clearly written on the board in the lab or shared with the candidates verbally.

### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

### 5. Method of verification or validation:

- Unless the trainee is registered, the person cannot undergo assessment. To further ensure that the person registered is the person appearing for assessment, id verification will be carried out. Adhar card number is part of registering the candidate for training. This will form the basis of further verification during the assessment.
- Assessor conducts the assessment in accordance with the assessment guidelines and question bank as per the job role.

- The assessor carries tablet with the loaded questions. This tablet is geotagged and so it is monitored to check their arrival and completion of assessment. The training partner will also intimate the time of arrival of the assessor and time of leaving the venue.
- The assessment will be video recorded and submitted to MEPSC. Video of the practical session is prepared and submitted to MEPSC.
- Random spot checks/audit is conducted by MEPSC assigned persons to check the quality of assessment.
- Assessment agency will be responsible to put details in SID .
- MEPSC will also validate the data and result received from the assessment agency.

6. Method for assessment documentation, archiving, and access

- The assessment agency will upload the result of assessment in the portal. The data will not be accessible for change by the assessment agency after the upload. The assessment data will be validated by MEPSC assessment team. After upload, only MEPSC can access this data.
- MEPSC approves the results within a week and uploads on SID.

## Annexure: Acronym and Glossary

### Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

### Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above.